

Iowa Department of Human Services (DHS)

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult and Child
Additions/Changes to Instruments	Spanish language version
Purpose of Project	<ul style="list-style-type: none"> • Reporting to the public on the comparative performance of Medicaid managed care plans • Producing reports to meet the mandate of the Medical Assistance Advisory Committee • Developing quality and performance improvement initiatives • Improving care for special populations

Survey Administration

Administered Since	
Administration Mode	Mail with initial mail follow-up and then phone follow-up

Uses of Survey Results

Reporting	<p>Iowa DHS has developed a report card comparing Medicaid Managed Care plans that it shares with the following groups.</p> <ul style="list-style-type: none"> • The Iowa Medical Assistance Advisory Committee • The Centers for Medicare & Medicaid Services (CMS) • The Managed Health Care Advisory Committee, a group of six doctors who provide input on medical managed care <p>The agency posts appropriate information from the report on its Web site. It also shares its results with other States when requested.</p>
Quality Improvement	<p>Iowa DHS uses the results of CAHPS surveys to identify specific areas where improvement in service delivery is needed and to inform efforts on improving overall quality of service. It also uses the information to develop QI programs for special populations such as children with special needs.</p>
Marketing/Publicity	

11/23/2004